

Kentucky Rural Water Association

Helping water and wastewater utilities help themselves

September 20, 2004

RECEIVED

SEP 24 2004

PUBLIC SERVICE
COMMISSION

Ms. Beth O'Donnell
Executive Director
Public Service Commission
P. O. Box 615
Frankfort, KY 40602-0615

Re: **Case No. 2004-00306**

Kentucky Rural Water Association's 25th Annual Technical Conference and Exhibition, "Honor our Past. . .Envision the Future"

Dear Ms. O'Donnell:

Kentucky Rural Water Association (KRWA) hosted its **25th Annual Technical Conference and Exhibition** at the Galt House East in Louisville, Kentucky on August 30-September 1, 2004. The planned course of instruction approved for twelve (12) credit hours by the Commission was performed as scheduled with the following changes:

Monday, August 30, 2004 – Pre-conference Training

Lloyd Brown, USA Bluebook, replaced Mike Harrington (course curriculum remained the same)

Randy Clark, The C. I. Thornburg Co. replaced Jeff Lee (course curriculum remained the same)

Wednesday, September 1, 2004 – General Session

Bobby Scott, National Rural Water Association, replaced Phil Bastin (course curriculum remained the same)

Jody Hughes, Kentucky Infrastructure Authority, replaced Bill Nighbert (course curriculum remained the same)

Ms. Beth O'Donnell
Page 2

On behalf of Kentucky Rural Water Association, I hereby attest that the program herein referenced as **Case No. 2004-00306**, with the changes noted above, was performed as scheduled. Although there were no changes in the curriculum, copies of bios are attached for the speaker changes. As required, KRWA has retained a record of all persons attending this approved course. Approval notification from the Kentucky Board of Certification of Water Treatment and distribution System Operators and the Kentucky Board of Certification of Wastewater System Operators is enclosed. A copy of printed materials distributed during Dr. Michael Johnson's Cracker Barrel session is included with this letter. No other handouts were provided to attendees.

Kentucky Rural Water Association would like to thank the Kentucky Public Service Commission and Staff for your leadership and support in approving and helping to present the training offered during our **25th Annual Technical Conference and Exhibition**.

Sincerely,



Phillip East
Education Services Director

jc

Enclosures

Lloyd Brown USA Bluebook

Lloyd Brown has approximately 31 years experience in public utilities. Mr. Brown started the Wyoming Rural Water Association 16 years ago working out of his house. Although Lloyd has recently retired from the association, they now have 9 full time employees and own their own office and training center.

Lloyd started his career with WY Rural Water as a Circuit Rider (1/2 time as Circuit Rider and 1/2 time as Program Manager) before expanding to the present programs as funding permitted. He has worked with both the Water Circuit Riders and the Wastewater Technicians, as well as managing the Rural Water Program.

Currently, Lloyd Brown represent USA BlueBook at trade shows around the country. He still keeps up his skills as an operator by working for a small town near his home as the back-up operator. He is licensed by the state of Wyoming in both water and wastewater.

Randy Clark, PE
Vice President – Engineered Products Div.
The C. I. Thornburg Co., Inc.

Bio

Education

- Graduated from Nitro, WV High School in 1974
- Attended West Virginia U., graduated Cum Laude with BS degree in Civil Engineering in 1977

Organizations/EmploymentAwards

- Worked as engineering consultant for VTN, Inc. from 1977 to 1981 designing water and wastewater treatment facilities
- Received Professional Engineering license in 1981
- Began employment at C.I. Thornburg Co. in spring, 1981
- Received “Young Engineer of the Year” award from WVSPE in 1986

Personal

- Married with two teenaged children
- Reside in Hurricane, WV

Bobby Scott



NRWA Board
Appointed - 1994

**Senior Vice President
National Rural Water Association**

Current Offices & Committees:

- Senior Vice President
- Regulatory/Research (Chair)
 - Finance
- Long Range Planning

32+ years experience

**Savannah Valley Utility District
1700 Hwy 58
Georgetown, TN 37336**

Jody E. Hughes
Executive Director
Kentucky Infrastructure Authority

**BIOGRAPHICAL
INFORMATION**

Mr. Hughes:

- **Has been with Kentucky State Government for 20 years, with various responsibilities during that time including financial, programmatic, facility issues and migrant labor**
- **Is currently Vice-Chairman of Blue Grass Energy, and has served on the Board of Directors for almost 30 years**
- **Is presently Vice-Chairman of the Lawrenceburg-Anderson County Joint Planning Commission, and has served as a Commission for 14 years**
- **Was a former Chairman of the Anderson County Extension District Board for 25 years**
- **Has served the U.S. Navy Reserve as Chief Petty Officer for 40 years**
- **Is a graduate of Eastern Kentucky University with a BS in Business Administration**
- **Is a native of Anderson County and resides there, near Lawrenceburg, where he has owned and operated a 400-acre cattle farm for over 30 years**



COMMONWEALTH OF KENTUCKY
ENVIRONMENTAL AND PUBLIC PROTECTION CABINET
DEPARTMENT FOR ENVIRONMENTAL PROTECTION
FRANKFORT OFFICE PARK
14 REILLY RD
FRANKFORT, KY 40601

September 1, 2004

RECEIVED
SEP 17 2004
KY. RURAL WATER
ASSOCIATION

Phillip East
K. R. W. A.
P. O. Box 1424
Bowling Green, Ky. 442102-1424

Dear Mr. East:

During the July 20 and August 18, 2004 meeting of the Kentucky Board of Certification of Water Treatment, Water Distribution and Wastewater System Operators, your request for approval of the courses entitled "25th Annual Technical Conference and Exhibition". The board approved these courses as listed below.

DCA Event Id Number:	Course Title:	Approved by:
DCA-2409	Pre-Conference Training	Approved for One Process Control Hour and one Drinking Water Hour.
DCA-2414	Variable Speed Pumps	Approved for One Process Control Hour and one Drinking Water Hour.
DCA-2418	It's Not Your Father's Treatment Plant, Anymore	Approved for one Process Control Hour and One Drinking Water Hour.
DCA-2415	Technology-GIS/GPS for Water and Wastewater Systems	Approved for one Non-Process Control Hour and One Drinking Water Hour.
DCA-2416	Sampling and Monitoring for Water and Wastewater Systems	Approved for one Process Control Hour and One Drinking Water Hour.
DCA-2417	Disinfection Principles and Processes	Approved for one Process Control Hour and One Drinking Water Hour.
DCA-2419	Honoring Our Past-25 Years of Legal Issues	Approved for one Non-Process Control Hour and One Drinking Water Hour.

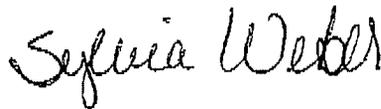


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An Equal Opportunity Employer M/F/D

DCA-2420	Envisioning the Future - Counting the Cost	Approved for one Non- Process Control Hour and One Drinking Water Hour.
DCA-2421	The Dynamics of Change	Approved for 0.75 Non- Process Control Hours and 0.75 Drinking Water Hours.
DCA-2422	Water and Wastewater Regulations	Approved for 0.75 Process Control Hours and 0.75 Drinking Water Hours.
DCA-2423	The Battlefield and the Homeland: Our Nation Our Utilities	Approved for 0.75 Non- Process Control Hours and 0.75 Drinking Water Hours.
DCA-2424	Vas, ERPs, Security for Water and Wastewater Systems	Approved for 0.75 Non- Process Control Hours and 0.75 Drinking Water Hours.

The hours earned from this course will be credited to each attendee's computerized training record. Please utilize the DCA event id numbers provided above in any future correspondence regarding this training. If you have any questions or need additional information, please contact the Operator Certification Section at (502) 564-3410.

Sincerely,



Sylvia Weber
Operator Certification Section
Division of Compliance Assistance

Evaluating Interpersonal Ability and Communication Skills...

Rate yourself by placing an X on the line. Give yourself at least one 5.

1. When meeting someone for the first time, my ability to interact with skill can be described as...

1.	2.	3.	4.	5.
Not very good. I feel ill at ease. Not sure what to do or say.	Okay, I guess. I never really thought about it much.	I am fair in this area. Could be better, but my skills are generally adequate.	I feel strong here. I think I am good at making eye contact and setting up ease of communication.	My strong suit. I am aware of all my behaviors.

2. Generally with other people, my eye contact is...

1.	2.	3.	4.	5.
Have no idea. Never really thought about it. I guess I am uncomfortable here.	I don't look at people. Very nervous about this. Can't do it.	Okay, I guess. Some contact, not sure if I am as effective as I might be.	I am better than I was at one time. I realize the importance and am working on it.	I am strong here. I feel confident in this area.

3. When I meet others, male or female, my handshake is...

1.	2.	3.	4.	5.
Don't know. I hope it is okay. I don't like to do this anyway.	I have no idea and don't think it's too important.	I am okay here. Probably not the best in the world, but not the worst.	I am good here. Firm grip, good eye contact, look forward to making an impression.	Strong in this area. I know how to make a powerful, positive impression.

4. My ability to remember names is...

1.	2.	3.	4.	5.
Awful. I can remember everyone's face and no one's name.	Sometimes I can, but really I just don't have this ability.	Fair, I wish I was better. Don't know how to work on it.	Okay, but I know I could be better...and I will get better.	Strong here. I work on it everyday.

To be continued by YOU...add non-verbal communication, presentation skills, written communication, telephone skills etc.



Michael Johnson

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IDABEL, OK 74745
580-286-7784

michaelspeaks@msn.com
www.michaeljohnsonbooks.com

AUTHOR

TEN CHARACTERISTICS OF TRUE HELPERS...

SOUTHERN
HUMORIST

NO. 1...HELPERS ARE SPIRITUAL PEOPLE.

NATIONAL
COLUMNIST

NO. 2...HELPERS OWN THEIR POWER TO DO GOOD.

NATIONAL
PUBLIC
RADIO

NO. 3...HELPERS BELIEVE IN US BEFORE WE DO.

**NO. 4...HELPERS CONSTANTLY LOOK FOR GIFTS,
TALENTS AND ABILITIES IN OTHERS...
*AND THEY TELL PEOPLE ABOUT THEM.***

BOOKS:

NO. 5...HELPERS REFUSE TO LET US WASTE OUR LIVES.

"Most
Special
Person"

**NO. 6...HELPERS USE THE MOST POWERFUL WEAPON...
ENCOURAGEMENT.**

"Susie, The
Whispering
Horse"

**NO. 7...HELPERS ARE PEOPLE WHO USE HUMOR
TO IMPROVE THEIR OWN LIVES AND THOSE
AROUND THEM.**

"Cowboys
&
Angels"

**NO. 8...HELPERS HAVE A CALLING. THEY KNOW
THE POWER OF BELIEF.**

"Tad Pole
&
Dr. Frog"

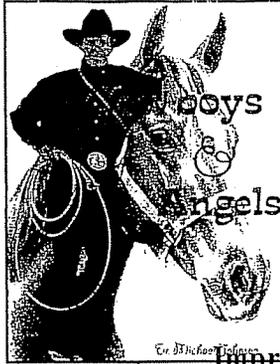
**NO. 9...HELPERS ARE POWERFUL LISTENERS...
WHO ALWAYS HAVE TIME FOR YOU.**

"A Gift For
Ida And Bell"

"Reflections
Of A Cowboy"

**NO. 10...HELPERS ARE ULTIMATE POSITIVE THINKERS
AND LIFETIME LEARNERS.**

"Let's make the world a better place."



Michael Johnson

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Let's talk about HELPING...

**Improving Lives
Increasing Productivity
Finding Joy In Your Work**

AUTHOR

Where does leadership, empowerment and motivation originate?

SOUTHERN
HUMORIST

What is the one thing all effective helpers, whether they be therapists, teachers or managers know before they begin?

NATIONAL
COLUMNIST

What is the one thing any leader needs from members of the group before any task is undertaken?

NATIONAL
PUBLIC
RADIO

How do you get that?

BOOKS:

What is it that people need to do better and become more?

"Most
Special
Person"

Can you describe an event/events in your life when you were moved to do more?

"Susie, The
Whispering
Horse"

How is it that we truly empower and motivate others?

"Cowboys
&
Angels"

Michael Johnson Leader Sessions

*** Building Trust In Organizations**

"Tad Pole
&
Dr. Frog"

***Strategies and Techniques for Communication**

***How To Communicate High Expectations**

***Power of Belief and Interpersonal Skills**

***Keys to Personal Success**

"A Gift For
Ida And Bell"

People work so much harder if they enjoy what they are doing.

"Reflections
Of A Cowboy"

"Let's make the world a better place."



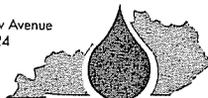
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SEP 24 2004

PUBLIC SERVICE
COMMISSION

Kentucky Rural Water Association

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Post Office Box 1424
Bowling Green, KY
42102-1424



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Facsimile
270.796.8623

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PUBLIC SERVICE COMMISSION
P. O. BOX 615
FRANKFORT, KY 40602-0615